

County Promotional OPPORTUNITY

ELIGIBILITY WORKER I

MONO COUNTY DEPARTMENT OF SOCIAL SERVICES

Monthly Salary: \$2,908 - \$3,534

Application Deadline:

November 19, 2010

5:00 pm PST

Written Test Date:

Tentatively scheduled for
Saturday, December 4, 2010

Oral Examination:

Tentatively scheduled for the
week of December 27, 2010

Location:

The administrative offices for the
Mono County Department of
Social Services are located in
Mammoth Lakes, California.

The existing eligible list will be
abolished upon the completion
of this examination.

This examination is open to
current or probationary
employees of Mono County.

**SEE NEXT PAGE FOR
INSTRUCTIONS ON HOW
TO APPLY FOR THIS
POSITION**

The Position

Working under close supervision, the Eligibility Worker I is the entry/trainee level in the Eligibility Worker series. An Eligibility Worker I determines the eligibility of applicants and recipients for public assistance programs through interactive interviewing and fact gathering; maintains current knowledge of program regulations and procedures necessary for multi-program caseload administration; initiates and processes casework through an automated system; identifies needs and makes appropriate referrals for health, social, and/or employment services. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Eligibility Worker II after one year of satisfactory performance at the trainee level.

Minimum Qualifications

While the following requirements outline the minimum qualifications, the department reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job:

Two years of experience performing clerical duties;

OR

One year of experience determining eligibility for loans, financial assistance, unemployment or veterans benefits, or publicly or privately funded health, counseling, or social services;

OR

Completion of 60 semester or 90 quarter college units.

Additional Information

License: A valid driver's license may be required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

The ability to speak, read and write Spanish in addition to English is desirable, but not required. Candidates who have not passed the exam previously must take and pass the Merit System Services Spanish proficiency examination prior to appointment.

****For more information regarding the job of an Eligibility Worker, you are invited to watch this job preview at:**

<http://www.mss.ca.gov/EligibilityWorker/video/eligibilityworkerjobpreview.asp>

Mono County is an Equal Opportunity Employer

HOW TO APPLY FOR THIS EXAMINATION

Applicants must submit a completed MSS application. Applicants are encouraged to apply online by logging onto www.mss.ca.gov and following the instructions. Applicants without Internet access can obtain an application packet by contacting MSS, the Mono County Department of Social Services administrative offices, or the County Personnel Department. **Application documents must be mailed to the address below and received by 5:00 pm PST on the application deadline. POSTMARKS ARE NOT ACCEPTED.**

MERIT SYSTEM SERVICES
241 Lathrop Way, Sacramento, CA 95815
(916) 263-3614

Note: Your application and any additional material become the property of MSS and will not be returned. Please make a copy for your file.

THE EXAMINATION PROCESS

All completed applications will be screened against the Minimum Qualifications. Approved applications may be evaluated further to identify the most qualified applicants. MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process; see tentative dates on the front of this recruitment bulletin.

The examination process may include one or more of the following components: application evaluation, competitive rating of the application, and if required, a supplemental questionnaire; a written examination; job related exercise; and/or an oral examination.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS (see the phone number below) at least **TWO WEEKS PRIOR** to the scheduled examination date and to provide MSS with a letter of confirmation from a doctor, school, religious pastor, etc. This letter will need to be on their company letterhead. Don't forget to call or you may not be granted your special arrangement. The phone number is (916) 263-3614.

FOREIGN EDUCATION

Applicants who completed their education outside of the United States must submit verification of degree equivalency along with their application. You may contact Education Records Evaluation Service, Inc. (916) 921-0790 or visit their website at www.eres.com for information on equivalency. Additional organizations that provide foreign education credential evaluation services can be found at www.naces.org. MSS will accept verification of degree equivalency from any of the listed member agencies.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Issue Date: November 8, 2010

ELIGIBILITY WORKER

APPLICANT INFORMATION REGARDING THE NATURE OF WORK PERFORMED

INTRODUCTION

Submitting an application is the first step toward a valuable and rewarding career as an Eligibility Worker. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

NATURE OF WORK

The primary function of an Eligibility Worker involves determining the eligibility of applicants and recipients for public assistance programs. Eligibility work is performed in an office environment, not in the field, and includes processing of a broad range of paperwork and entering information into a computer-based eligibility system with very time sensitive agency and legal deadlines. Individuals with bank teller experience are often well suited to Eligibility Worker positions, as are those who have determined eligibility for loans, etc. Typical duties of an Eligibility Worker include:

- Acting as the first contact for individuals seeking public assistance
- Interviewing applicants and recipients (clients) to obtain and verify information needed to determine initial and/or ongoing eligibility for public assistance. This often requires obtaining information in difficult and/or emotional situations on issues such as earnings and financial obligations and/or parental status and living arrangements and maintaining control of the interview if the client becomes hostile or angry over the interview questions.
- Learning numerous state and federal program regulations and specific county practices through intensive training prior to full case assignment and ongoing training thereafter. The work of an Eligibility Worker is highly regulation driven with ongoing reliance on regulations.
- Instructing clients in the completion of various forms and reviewing applications for completeness and consistency.
- Explaining program benefits, requirements and procedures, including eligibility factors, to public assistance clients.
- In some cases, visiting clients in their homes for the purpose of obtaining and verifying information.
- Determining program eligibility in accordance with current regulations using the computer-based eligibility system.
- Researching questionable information provided by an applicant until satisfactory explanations regarding eligibility status are confirmed.
- Reporting cases where fraud is suspected.
- Advising clients of deadlines, timeframes, and necessary actions to be taken.
- Working with clients who often do not take the necessary actions within the required timeframe.
- Establishing and maintaining multiple case files through regular updating and review. Documenting all communications and contacts with clients.
- Planning and organizing a large caseload, ensuring that accuracy levels are maintained and that cases are processed within the specified timeframes set by federal and state regulations.
- Preparing system generated documents necessary to initiate, continue, and/or modify public assistance.
- Computing and authorizing grant amounts based on financial and family status. Computing CalWORK's budgets, Medi-Cal budgets, General Assistance budgets, and Food Stamps in order to calculate grants.

- Reviewing and explaining to clients public assistance amounts and authorizing payment of monthly benefits.
- Providing information and making routine referrals to resources available through the County and within the community for clients desiring or needing services. In some cases, Eligibility Workers also refer clients to and communicate with Social Workers and other staff to coordinate family services. Note: An Eligibility Worker's responsibilities do not include social service casework. An Eligibility Worker is not responsible for working with clients to attempt to resolve their personal or social problems.
- Keeping up to date on changes in rules, laws, procedures, etc. that affect processing timelines.

Eligibility Workers are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients.

It is important to understand that the actions you take as an Eligibility Worker affect the lives of clients and their families.

CONTROVERSIAL ISSUES

As an Eligibility Worker you may be required to take actions that conflict with your own values. An Eligibility Worker must be able to accept clients' differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in an Eligibility Worker environment include:

- Granting Medi-Cal for clients requesting abortions
- Granting Medi-Cal to minors without their parent's knowledge
- Clients with AIDS and other communicable diseases
- Applicants/recipients involved in Welfare fraud.
- Clients who have substance abuse dependency
- Clients who are domestic violence victims
- Clients who are mentally ill
- Clients with felony convictions
- Homeless individuals and families
- Elderly and/or disabled clients placed in long-term care facilities
- Mandatory report of child and adult abuse
- Clients whose life style, culture and/or values may be significantly different than your own